



The small print...

- This presentation has been prepared specially for this meeting.
- All the information presented here has been, or will be, in the public domain.
- You can't publish, reproduce, copy or share this presentation without our consent.
- We've put this information together in good faith but no representation, warranty or undertaking (express or implied) is made, and no liability is accepted by VIVID to the adequacy, accuracy, completeness or reasonableness of this presentation.



Presenting Team



Mark Perry
Chief Executive



Duncan BrownChief Financial Officer



Mike Shepherd
Director of New
Business &
Development



Jonathan Cowie Chief Operating Officer



Duncan ShortDirector of Resources



Jonathan Roberts
Group Treasurer





Some facts and figures



33,355 HOMES

Making us Hampshire's largest provider of affordable homes



75,000

CUSTOMERS







940 staff



SECURED £291m

FUNDING FOR NEW HOMES AS PART OF HOMES ENGLAND STRATEGIC **PARTNERSHIP**



COMPLETED

1,401

NEW HOMES (31/03/22)



Private Monitored Credit Rating (Fitch and S&P)





BUILDING 17,000 HOMES OVER 10 YEARS

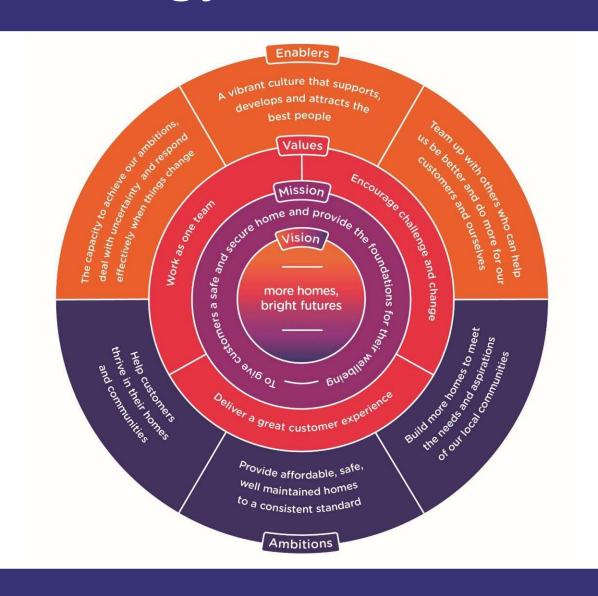


G1/V1

REGULATORY RATING



Business strategy





Our ESG objectives

Criteria	Objectives	SRS theme	UN SDG	
	Offer rented homes people can really afford Target our development activity in areas where the market isn't	Affordability and	1,10,11	
Social	providing homes people need 3 Reduce levels of rough sleeping in our communities	es		
	4 Help customers thrive in their homes and communities	Resident Support/ Placeshaping	3,4,10,11	
	1 Make our homes more energy efficient			
Environmental	2 Become a zero-carbon business	Climate change/ Resource	7 11 12 12	
Environmental	3 Be a sustainable business partner	Management	7,11,12,13	
	4 Share our work and learning from others			
	Be completely transparent about how we work	Structure and Governance	8	
Governance	2 Involve our customers so that we can deliver great homes and services for them	Customer Voice	11	
	3 Stronger through Diversity: Foster a company culture that is inclusive and supportive for all	Staff wellbeing	8	
	4 Create a high performing organisation			



Our sustainability strategy

Objective	2025	2030
1. Making our homes more energy efficient	 Launch a new Home Standard (for existing and newbuild homes) that includes energy efficiency standards. Only build new homes that reach EPC level B and are capable of achieving an A rating Improve our homes in the EPC level E, F and G categories to the highest rating possible Understand the energy performance of our homes, what can be done to improve them and share this with our customers Stop installing gas heating systems into new homes 	 Improve all our homes to the highest possible EPC rating Pilot a range of new heating technologies as alternatives to gas Introduce support for customers living in fuel poor homes and those with the highest energy bills
2. Becoming a zero- carbon business	 Only buy energy for renewable (zero carbon) sources Replace our petrol and diesel fleet with electric or other zero-emission vehicles Make electric vehicles more affordable for our staff 	 Measure our landfill waste production and identify ways to eliminate it Identify all the indirect greenhouse gas emissions generated by our activities and develop plans to eliminate these
3. Being a sustainable business partner	 Develop a new environmental standard for all our estates, encouraging biodiversity and carbon capture Introduce new procurement standards that make sustainability a factor in our purchasing decisions 	Engage with customers and business partners to help them use our estates in a more sustainable way – things like: Providing electric car charging facilities on our estates Enabling cycle routes through our estates Planting trees and growing food on our land
4. Sharing our work and learning from others	 Publish our research into heating and energy costs Provide advice and support to customers using new technologies and alternative heating systems Develop our plans for the next phase of sustainability work 	Develop our plans for the next phase of sustainability work



How we're structured



A simple group structure

VIVID Housing Ltd

Registration number 7544 FCA reference 776452

Main RP Holder of majority of assets and external debt

Bargate Homes Limited

Company number 05626135

To provide Development Activities & Market Sales 100% Share Capital

VIVID PLUS

Registration number 8540

Charitable foundation to support the communities in VIVID's areas of operation

Vestal Developments Limited

Company number 05509078 100% Share Capital To Provide Development Activities & Market Sales



Joint ventures

Corporate

Contractual

North Stoneham Park LLP

SPV with Eastleigh BC £2.3m investment: 4% share

Woodside LLP

SPV with Eastleigh BC £0.9m investment: 10% share

Botley Road, West End (Vestal)

Investment: £19.7m
Forecast GDV return: £23.5m
Sales to date: £8.7m

Evingar Road (Vestal)

Investment: £15.1m
Forecast GDV return: £18.4m
Sales to date: £8.7m

Homes for Eastleigh

Nil investment to date (North Stoneham Park LLP and Woodside LLP are expected to be novated to this JV)

Selborne Road, Alton (Vestal)

Investment: £24.4m

Forecast GDV return: £30.6m

Sales to date: Nil



An experienced executive team



Mark Perry | Chief Executive

Mark became Chief Executive of VIVID in April 2017 from his role as Chief Executive of Sentinel and previously as Group Commercial Director at Affinity Sutton, now Clarion. Mark's well known in the sector with over 25 years of experience in housing and is a key business figure in the region and beyond. He also has a strong commercial background and a master's degree in business administration. Mark's part of the National Housing Federation's Standing Board and a non-executive director at McCarthy & Stone Shared Ownership.

This executive team has a combined 125 years of experience with a balance of housing sector, commercial and international expertise.



Jonathan Cowie | Chief Operating Officer

Jonathan leads all our customer-facing services including customer service, repairs and assets, neighbourhoods, community investment and service transformation. As a service professional, Jonathan has led transformational change in the international telecoms, utilities and housing sectors.

Mike Shepherd | Director of New Business & Development

Mike's responsible for delivery of our development projects, sales and new business. A Fellow of the Royal Institution of Chartered Surveyors and a Member of the Chartered Institute of Housing, Mike initially worked in housing management then moved into development where he's worked for the last 15 years.



Duncan Brown | Chief Financial Officer

Responsible for maintaining our financial strength and sound governance, Duncan, Chief Financial Officer, makes sure our development plans are fully funded and our technology helps us deliver our services and ambitions. Duncan's a chartered accountant with 15 years' experience in the housing sector. He previously spent six years with KPMG where he provided financial planning and risk management services to some high-profile clients before moving into the housing sector.

Duncan Short | Director of Resources

Duncan's responsible for HR, Communications and Corporate Planning. Duncan has spent his last 25 years working mainly in HR, as well as having responsibility for marketing and resourcing. Mainly experienced in the private sector, Duncan's spent some time in central government. He specialises in change management, "TUPE" and remuneration and benefits, but has worked across all HR disciplines.





Led by a strong board



Charles AlexanderBoard Chair



Jean-Marc Vandevivere Non-Executive Director



Mark Perry Chief Executive and Chair of Project Approval Committee



Shena Winning
Chair of Audit and Risk
Committee and Treasury
Committee



Sandeep Agarwal Non-Executive Director



Duncan BrownChief Financial Officer
and Vestal
Developments



Anne-Marie Mountifield
Non-Executive Director
& Chair of VIVID Plus



Liam ColemanNon-Executive Director



Jonathan CowieChief Operating Officer



Lynda ShillawSenior Independent
Director



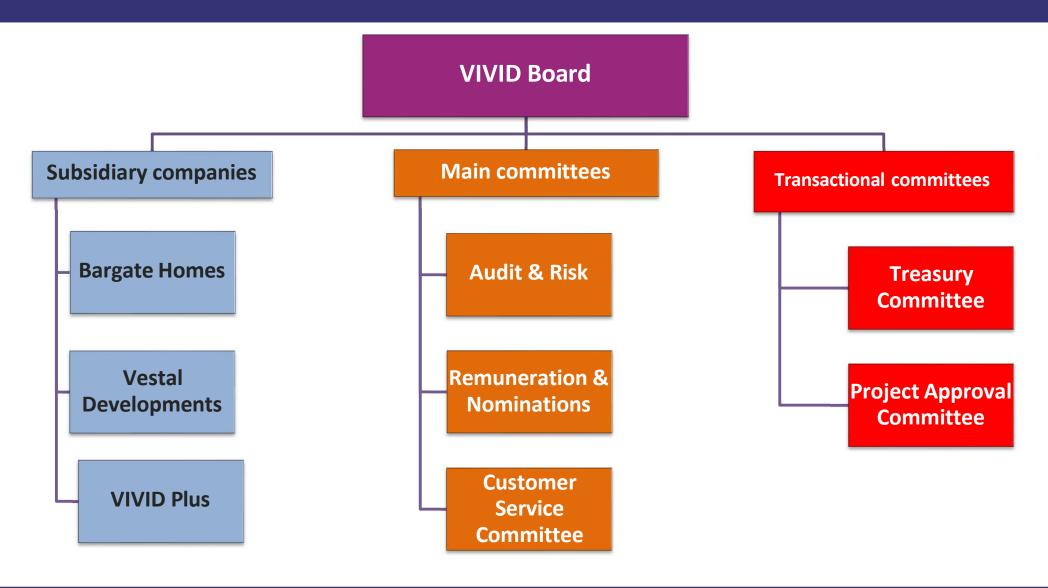
Naleena Gururani Non-Executive Director



Mike Shepherd
Director of
New Business
& Development and
Chair of Bargate Homes



Strong effective governance







Our geographic presence

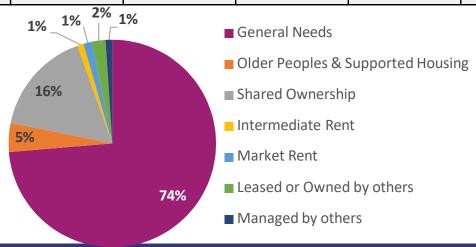
As of March 2022, our **33,355** homes are spread across **20** different areas within **Hampshire**, **Surrey** and **Berkshire** with the top 5 being concentrated in:





Our stock profile

Tenure Type	2018	2019	2020	2021	2022	Value in use	Market Value
						(£'(000)
General Needs	21,901	22,885	23,359	23,791	24,454	2,224,530	6,267,925
Older Peoples & Supported	2,183	1,579	1,556	1,457	1,441	85,870	248,645
Shared Ownership	4,360	4,642	5,005	5,274	5,679	378,255	601,901
Intermediate Rent	333	364	332	314	310	38,215	65,050
Market Rent	196	276	351	440	481	103,122	121,695
Leased or Owned by others	728	600	692	672	646	26,740	44,555
Managed by others	263	175	175	338	352	2,610	5,165
Total Homes	29,964	30,521	31,470	32,286	33,355	2,859,340	7,354,950
Garages	3,300	3,334	3,334	3,357	3,338		





Our top 5 areas

Area	Proportion of Total Homes	Population	Average Dwelling Price (£)	Average Weekly Private Rent – 2 bed (£)	Average Weekly Social Rent – 2 bed (£)	Discount to Market
Basingstoke & Deane	20%	177,760	359,537	208	111	46.63%
Rushmoor	17%	94,387	316,100	219	110	49.77%
Eastleigh	18%	135,520	334,598	196	107	45.40%
Portsmouth	9%	214,692	241,702	190	101	46.84%
Hart	8%	97,608	450,199	230	115	50.00%



Affordability of our homes

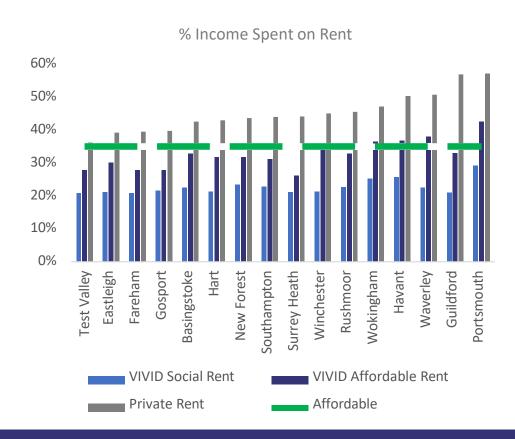
Affordable Home Ownership

Our shared ownership offering is making the dream of home ownership possible in some of the least affordable parts of our geography.

Wages to Home Purchase Ratio 12 10.6 10 8.8 8.5 8.5 8.4 8 6 3.7 3.7 3.5 3.6 2.9 2.8 EastHants Guildford ■ Shared ownership ■ Market Sale

Affordable Rents

Our rented homes are making a real impact during the cost of living crisis. We measure the amount of household income spen on rent, using 35% as our definition of affordable.





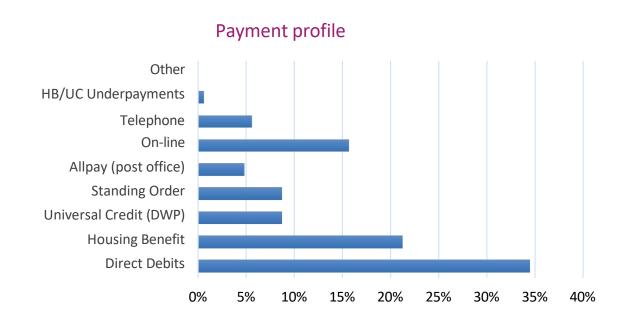
Managing housing benefit and universal credit

A strong rent collection process focused on early intervention with a range of support services

- 69% of our customers are self payers.
- We have 9,806 customers receiving Universal Credit. 37% of our customers receive universal credit. 9% of customers have their UC paid to VIVID and 24% of customers receive UC paid directly to them.
- 21% of customers have their Housing Benefit paid to VIVID.

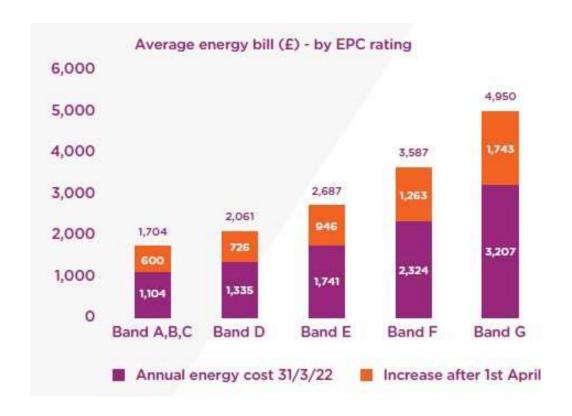
We support customers and reduce arrears through:

- Pre-tenancy support
- Homeless Prevention
- Employment & Training
- Money & Benefit Advice
- Digital Inclusion Landlord Portal





Energy efficiency of our homes



EPC	QTY	% of Stock
A	79	0.30%
В	6,845	26.30%
C	11,898	45.70%
	6,046	23.20%
Е	411	1.60%
F	20	0.10%
G	4	0.00%
NO EPC	741	2.80%
TOTAL	26,044	



A zero-tolerance approach to safety

Compliance Area	Measure	Frequency	2019/20	2020/21	2021/22
600	Dwelling	Annual	100%	100%	100%
Gas	Communal	Annual	100%	100%	100%
Electrical	Communal	5 yearly	100%	100%	100%
Legionella	Communal	Monthly	100%	100%	100%
Asbestos	Communal	Annual	100%	100%	100%
	Passenger	6 monthly	100%	100%	100%
LOLER (communal areas	Hoists	6 monthly	100%	100%	100%
only)	Platform	6 monthly	100%	100%	100%
	Stairlift	6 monthly	100%	100%	100%
Fire Risk	Communal	Risk based	100%	100%	100%





Customer Experience





Service Standards



Repairs standard



Customer contact standard



Neighbourhood standard



Planned maintenance standards



Customer engagement standard



Support standard



Safety standard



'Putting things right' standard



Homeowner standard



Moving standard



Housing management standard



Rent and payments standard



Customer engagement

Here are some other ways our customers are working with us:



Customer Services Committee

Made up of customers, staff and Board members to oversee our Service Standards performance, monitor our compliance, agree and approve servicerelated changes and projects and proactively engage customers in providing feedback



VIVID Impact

Our resident panel which independently reviews our performance and ensures customer voices are being listened to



Resident Group Officers

A team of residents in each local area who work with us to identify communal concerns, local issues and agree ways to help improve their community



Digital mentors

Members of the community helping customers improve their digital literacy and feel confident online



Formal panels and focus groups

We create opportunities for our customers to get involved in our policy, procurement and service consultations as well as providing feedback through focus groups and virtual forums to help improve our service



Community investment







What have we delivered?







OWNERSHIP























Our future plans

Maximising opportunities to make more housing available and affordable to everyone

3 key objectives in our development strategy

- 1. Secure a sustainable forward programme reducing our carbon footprint
- 2. A commercially viable and flexible programme
- 3. Deliver high quality developments

Review opportunities for strategic alignment, acquisition and partnerships to secure the land and skills to support our programme

Land and joint venture opportunities are prioritised within acquisitions with S106 comprising no more than 50% of our programme

Deliver a balanced mix of housing types and tenures to meet housing demand, aspiration and operational requirements





Development record and plan

Steady capital programme balanced between development and reinvestment

- Plan predicated on reaching a balance between investment in existing assets and development of new homes.
- Development opportunities will be considered in areas where – VIVID currently operates and where local demand for housing is proven, or in surrounding areas if a strategic opportunity presents itself, and a concentration of properties can be established.

Investment approval process

- The Project Approvals Committee (PAC) approves expenditure on major projects up to £30m.
- This may include the development of new schemes, the remodelling, rehabilitation, regeneration and disposal of the Group's stock or projects within the asset management strategy.



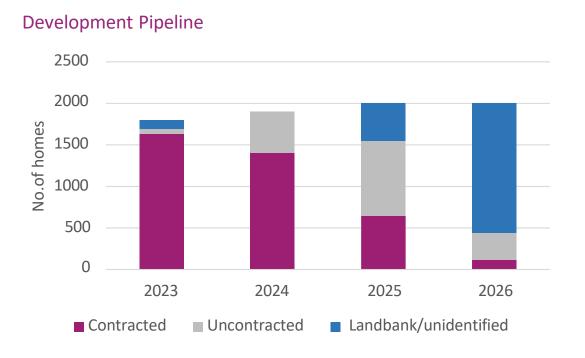




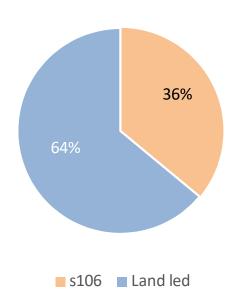
Development pipeline

A strong pipeline we're in control of

- 67% of our development over the next 3 years is contractually committed, with a further 31% approved. The remaining 2% will be delivered through schemes that are not yet identified.
- 64% of our current approved programme is land led, 36% is S106





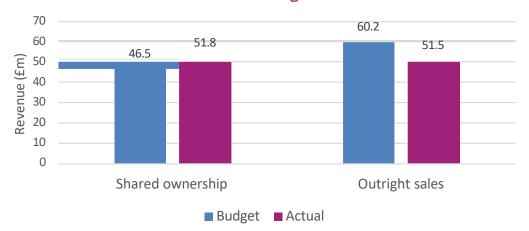




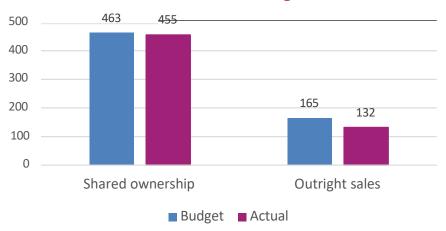
Sales performance

- 797 sales generating profit of £25.5m
- Average 33 days from marketing to sale
- 264 sales already reserved at 31 March 2022

Sales revenue: FY22 budget .v. actual



Unit sales: FY22 budget .v. actual







Sector-leading financial performance

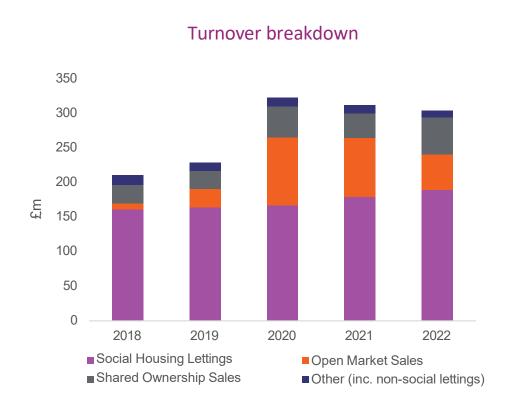
	Actuals (£m)			Forecast (£m)			
	2020	2021	2022	2023	2024	2025	2026
Turnover	326.7	311.0	303.3	331.8	415.7	443.2	464.6
Operating surplus	107.0	92.1	99.7	104.4	123.9	135.5	145.8
Net surplus before tax	71.1	62.4	72.2	71.8	86.3	90.7	95.2
Net assets	600.0	640.5	714.7	785.1	871.4	962.1	1057.3

VFM metrics	Actuals			Forecast			
	2020	2021	2022	2023	2024	2025	2026
Operating margin	33%	30%	33%	32%	30%	31%	31%
Operating margin (social housing)	46%	45%	45%	42%	41%	41%	40%
Operating cost per unit	£3,380	£3,512	£3,516	£3,746	£4,022	£4,233	£4,412
Operating cost per unit (social housing)	£2,893	£2,909	£3,328	£3,904	£3,821	£4,021	£4,192
Net margin	22%	20%	24%	22%	21%	20%	20%
Return on capital employed	4.5%	4.5%	3.9%	3.7%	4.4%	4.5%	4.4%
EBITDA MRI interest cover	234%	229%	213%	186%	202%	196%	197%
Gearing ratio – historic cost	49%	47%	47%	48%	48%	49%	51%



Turnover and cost breakdown

- Social Housing lettings make up the majority of turnover and costs. Our core business revenues and surplus continues to grow year on year.
- We have de-risked our business plan to cap our outright sales at 15% of our development programme.





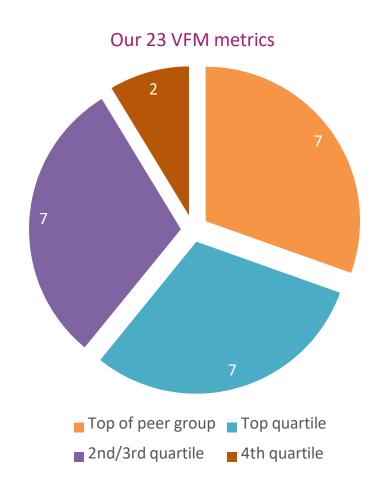


Value for money



Our 3 VFM objectives

- Providing efficient and effective landlord services
- 2. Maximising our contribution to tackling housing need
- 3. Continually improving the return on our assets





Peer benchmarking

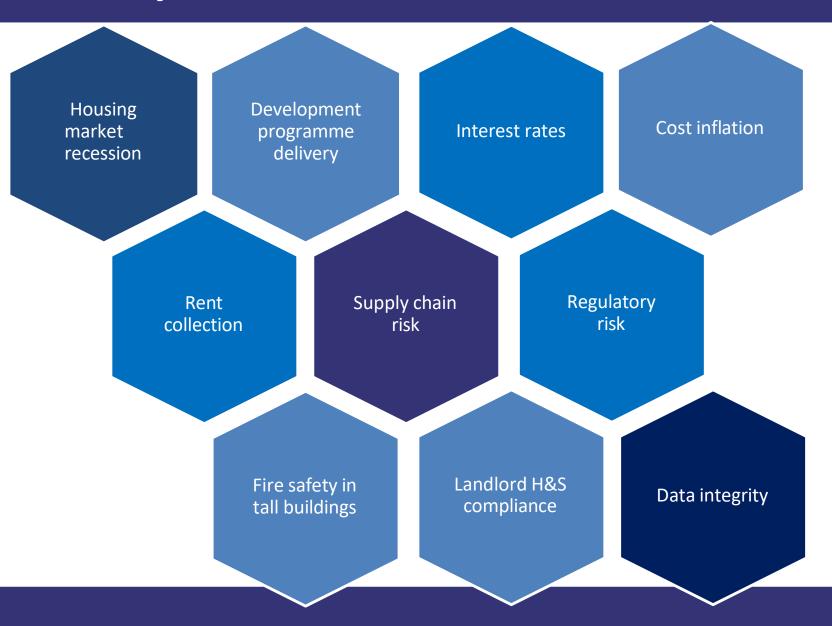
VIVID is the leading provider of homes and housing related services in the South of England

Business Health	VIVID (FY22)	Sector Median (FY21)	Abri (FY21)	Sovereign (FY21)	Aster (FY21)	LiveWest (FY21)
Operating margin - Social housing lettings	45%	33%	24%	34%	29%	30%
Operating margin - Overall	33%	33%	25%	31%	24%	25%
Return on capital employed (ROCE)	3.9%	3.6%	2.6%	3.2%	3.5%	3.6%
Credit Rating (S&P Confidential) / Moody's / Fitch) Development	/-/A+	A- / A3 / A-	- / A3 / -	A+ / A2 / -	A+ / - / -	- / A2 / -
Units developed (incl. existing satisfactory purchases)	1,401	-	801	1,099	928	787
Units developed as a % of units owned	3.7%	2.5%	3.0%	1.8%	2.5%	1.9%
Gearing (total debt / housing properties at cost)	47%	48%	52%	44%	53%	40%
Operating Efficiency						
Void loss	1.14%	0.6%	1.13%	1.79%	0.76%	0.70%
Headline social housing cost per unit (£)	3,328	3,350	4,145	3,262	3,398	3,188
Rent collected	102.2%	100.3%	-	-	-	100%
Additional Measures						
Reinvestment	8.7%	7.0%	7.4%	5.0%	8.8%	5.0%
EBITDA MRI Interest Cover	213%	193%	144%	220%	211%	244%



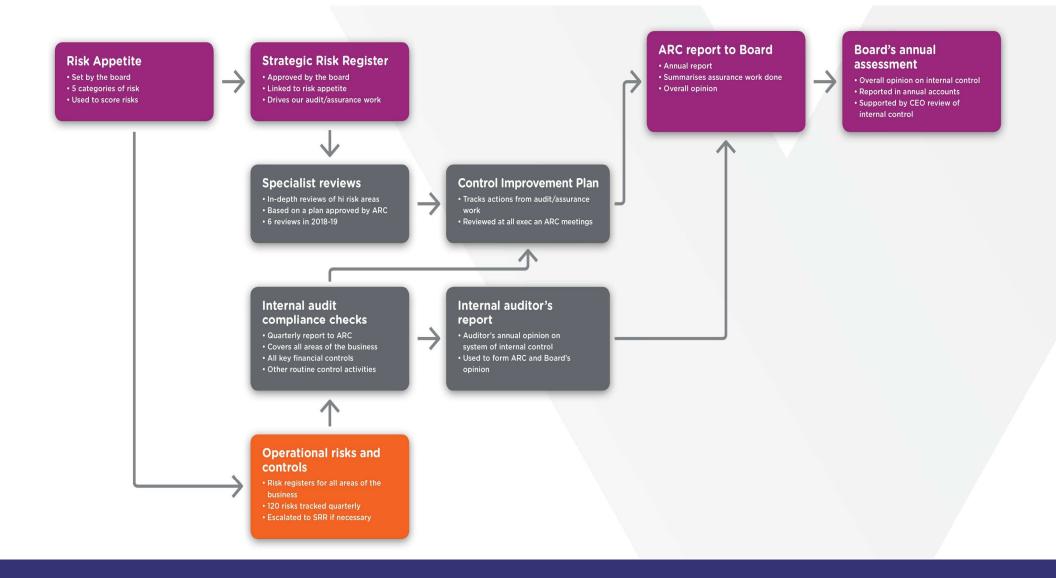


Our top risks





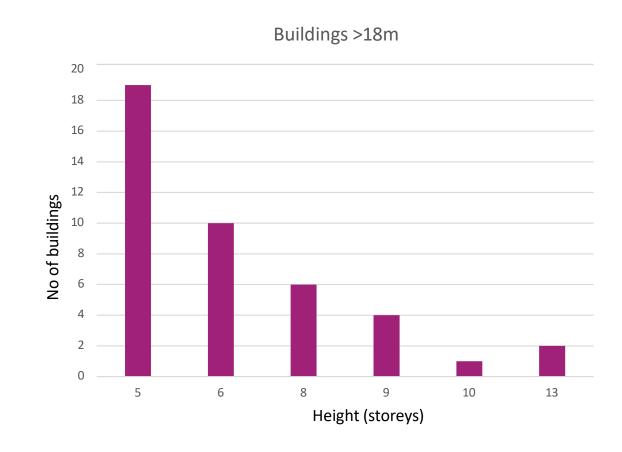
Our assurance process





Fire safety in our tall buildings

- We have 1,418 blocks of flats
- 35 of them are over 11 metres or 5 storeys
- 10 are over 18m or 5 storeys
- 3 ACM blocks completed 2020 (funded by VIVID)
- 3 HPL blocks remove in 2021 (funded by BSF)
- 9 other cladding systems (checking compartmentation and fire doors)
- Business plan fully funds all safety and cladding works, including a £20m provision for any unidentified work





Impact on available

Business plan stress testing

Stress testing the Base Business Plan with 8 different scenarios has helped us understand how to mitigate key financial risks. We have extended each of these stress tests to identify what would individually cause a covenant breach or a level of debt that cannot be secured.

Stress Test	Breaking point	What causes a covenant breach?	security	Cash & Debt impact
One-off cost	£25m one off cost in 2022/23	Interest cover EBITDA MRI is	Available security falls to	Peak net debt in 2030 remains
		reduced to below 110% in 2022/23	£96m in 2030	at £3.1bn
Land and build costs increase	Land and build costs increase at CPI+7% for 5 years from 22/23-27	Gearing EUV exceeds 75% in 2029	Shortfall of £233m in 2028, peak shortfall of £646m in 2030	Peak net debt in2030 rises to £3.8bn
Operating cost inflation	Operating costs (mgt and repairs) CPI+8% for 5 years from 22/23-27	Interest cover EBITDA MRI is reduced to below 110% in 2028	Shortfall of £13m in 2028, peak shortfall of £200m in 2030	Peak net debt in 2030 rises to £3.4bn
Reduced rent collection	No rent collected for 3 years from April 22 to March 25 with eventual recovery over following 10 year period	Gearing EUV exceeds 75% in 2025	Shortfall of £262m in 2025, peak shortfall of £452m in 2029	Peak debt in 2030 rises to £3.5bn
EUV values do not increase	No growth in unit EUV values from 2022/23 to 2027/28	Gearing EUV exceeds 75% in 2029	Shortfall in 2028/29	Peak net debt in line with base plan
Increased margin on new debt	EMTN fixed rates and working capital loan margins increased by 2.75%	Interest cover EBITDA MRI is reduced to below 110% in 2032	Shortfall of £39m in 2029, peak shortfall of £66m in 2030	Peak debt in 2030 rises to £3.3bn
Rent Controls	Rents are frozen (no CPI increase) from 2024-26 (3 years)	Interest cover EBITDA MRI is reduced to below 110% in 2026	Shortfall of £111m in 2029	Peak debt in 2030 rises to £3.4bn
Interest rate (SONIA) increase	SONIA increases by 8% from base assumption from 2024	Interest cover EBITDA MRI is reduced to below 110% in 2026	Shortfall of £91m in 2029, peak shortfall of £169m in 2030	Peak debt in 2030 rises to £3.4bn



Business plan scenario testing

Scenario 1 (Government rent controls and reduced rent collection)

- Rents are inflated at CPI only for 5 years from 2023/24 to 2027/28
- Rental debtors double in 2022/23 and this is followed by a one off £5m bad debt write off in 2023/24
- EUV valuations remains stagnant for 5 years from 2023/24 to 2027/28

Scenario 2 (High inflation with high interest rates)

- Operating and build costs increase at CPI+5% for 3 years from 2023/24 to 2025/26
- Rents remain at CPI +1%
- SONIA rates are 5% higher than the base plan assumption for 3 years from 2023/24 to 2025/26

Scenario 3 (Housing market recession)

- Sustained 15% decrease in market values
- Impact on Association modelled to include impact of reduced gift aid across the Group



Business plan scenario testing and recovery plans

In response to our scenario testing, we've developed a number of bespoke recovery plans for our 3 combined scenarios which include a combination of the following:

- 1. Scaling back our uncommitted development programme
- 2. Deferring up to £35m of major repairs/zero carbon expenditure
- 3. Additional debt/equity funding provided to Bargate in the event of a sales market downturn

GEARING EUV

Years

Intervention Level

90%

60%

50%

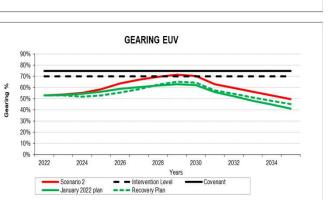
40%

30%

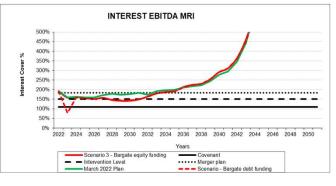
20%

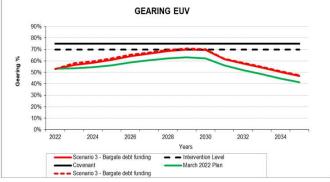
10%















Treasury management policy

VIVID follows a robust treasury management policy that meets best practice

- Treasury Management Policy is reviewed and approved annually
- Target fixed rate debt (minimum 65%)
- Ensure adequate liquidity is available to meet expenditure requirements
 - All contractually committed development costs should be fully funded with available funds, grant and operating cash flows with no reliance on sales, also excluding RCF expiring within 12 months.
 - Long-term funds are also considered, with a requirement to have sufficient security available to fund the business plan
- All new facilities approved by the Board, delegated authority to drawn down is with the Chief Financial Officer
- Regular reporting and an Annual Treasury Management Strategy, detailing the Association's strategy for refinancing maturing borrowing (if any) are monitored by the Treasury Committee and / or Board



Liquidity snapshot

Golden Rule Compliance	£m
Available Liquidity 31 March 2022	418.3
Discounted (12%) operating cashflows until 2026	340.2
*Contractually committed development at 31 March 2022	(473.4)
Golden Rule Surplus	285.1
*Contractually committed development	
2022/23	301.4
2023/24	100.9
2024/25 onwards	71.1
Total	473.4

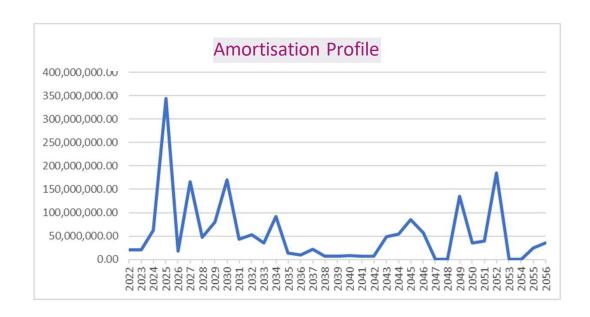
- Golden Rule excludes Bargate's cash, cashflows and RCF facility
- Available Liquidity does not include Heritable project funding of £1.8m
- Available liquidity does not include NAB £100m as charging exercise was ongoing at March 2022



Debt portfolio

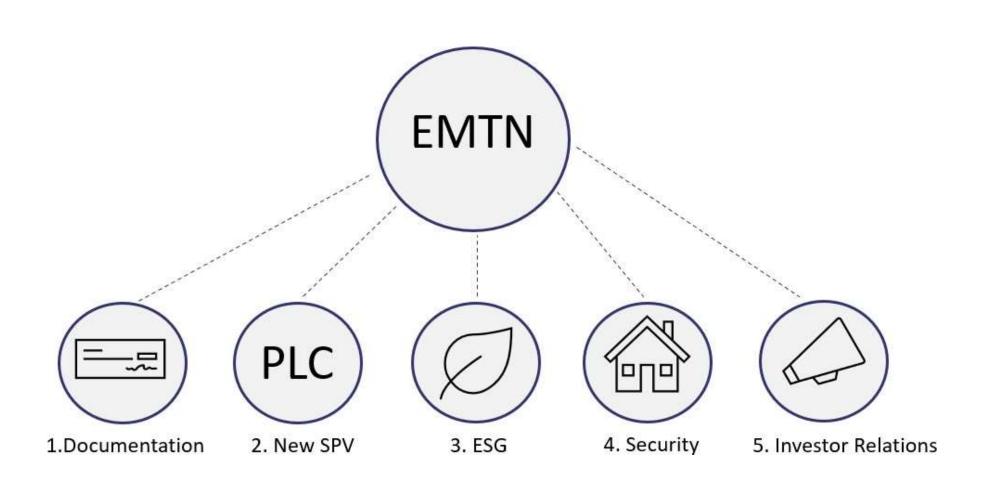
Facilities Summary	Notional	Amount Drawn	
racinities summary	NUCIUIIAI	31/03/2022	
Barclays	201,700	121,700	
Lloyds	217,970	142,970	
MUFG	50,000	-	
NAB	100,000	-	
RBS	170,000	100,000	
Santander	145,600	38,667	
Yorkshire Building Society	45,250	45,250	
Total Bank	930,520	448,587	
AHF	164,700	164,700	
AHGS	185,000	185,000	
Harbour Funding	75,000	75,000	
Orchardbrook	1,414	1,414	
Private Placements	508,000	508,000	
THFC	10,000	10,000	
UK Rents	1,713	1,713	
Total DCM	945,827	945,827	
Total Association	1,876,347	1,394,414	
Vestal			
Heritable - Project 2	8,033	6,276	
Total Vestal	8,033	6,276	
Bargate			
RBS	30,000	4,000	
Total Bargate	30,000	4,000	
Total Group	1,914,380	1,404,690	

- Balanced portfolio funded through 24 different lenders
- Remaining average life of fixed debt 17 years
- 98% of drawn debt is fixed
- Our treasury policy dictates how much liquidity we require
- We have in place £50m standby liquidity with MorHomes not included in the available facilities summary





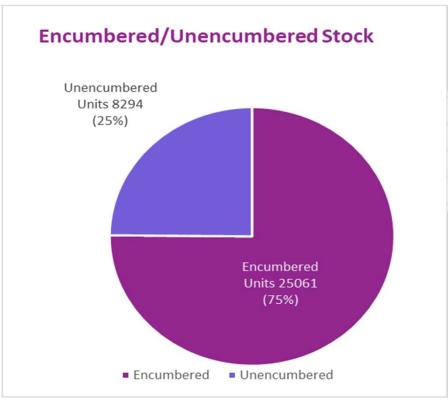
EMTN





Security

- VIVID has 33,555 units of which 25,061 (75%) units are currently charged for security.
- 8,294 (25%) are unencumbered of which 5403 (16%) are considered ready for charging. Based on our All Stock Valuation as at Mar 2022, these properties have an average EUV-SH value of £79.3K per unit.



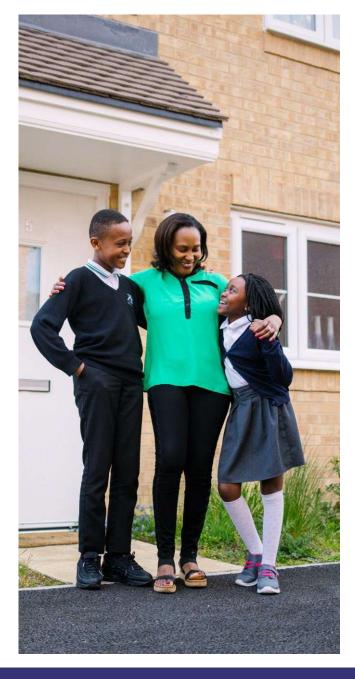
Status	Unit Nos	EUV-SH in £m	%
Encumbered	25061	2098.3	75.1%
Unencumbered	8294	657.8	24.9%
Total	33355	2756.1	100%



Credit strengths summary

- ✓ Primary revenue stream is to remain as social housing lettings.
- ✓ Sector leading operating margins and interest cover ratios.
- \checkmark G1/V1 Regulatory ratings are an indication of the simple yet effective governance structure of VIVID.
- ✓ Well developed strategy going forward that is highly achievable.
- ✓ Strong management team and diverse board with a broad range of experiences that will help the association develop and achieve long-term objectives.
- ✓ Good understanding of demographic ensuring the business meets their customer needs.
- ✓ Carefully managed sales exposure with clear recovery plans.
- ✓ Large investment in safety and decarbonisation, all fully costed and included in our business plan.
- ✓ High customer satisfaction levels.







Thank you